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NEWS RELEASE

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Martinsburg VAMC moving the Veteran Experience Office

MARTINSBURG, W.Va. – The Martinsburg VA Medical Center's new Veteran Experience Office will open on Monday, August 17. The new office is located on the sixth floor of building 500 at 6A-163.

This new office will be the focal point for Veterans wishing to discuss their experiences at the medical center, and to receive assistance for Veterans Benefits Administration disability claims.

Veterans might recognize the new Veteran Experience Officers as Patient Advocates. The medical center is transitioning the program into the Veteran Experience Office to create a more Veteran-centric environment. Part of this transition includes documenting Veterans' experiences, both positive and negative. It's no longer about granting a compliment or filing a complaint; it is about the Veterans being able to tell their personal experience and allowing us to share their story.

The Veteran Experience Office and the Veteran Experience Officers are here to help facilitate communication between Veterans and their health care team when expectations fall short. They are also here to communicate to senior leadership and staff when the medical center has exceeded a Veteran's expectations.

The Veterans Service Representative, who assists Veterans with their disability claims for benefits, will also be moving from the HOPE Center to 6A-163 on Monday, August 17.

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222- Veteran Experience Office

“I am looking forward to this transition,” said Sharon Gant, chief of customer service. “It will provide a more centralized, coordinated office where Veterans can receive assistance and have their experiences heard.”

The Veteran Experience Office will be open Monday through Friday from 8 a.m. to 4:30 p.m., excluding federal holidays, and can be reached at 304-263-0811, ext. 3068.

The Martinsburg VA Medical Center mission is to honor America's Veterans by providing exceptional health care that improves their health and well-being. Located in West Virginia, the medical center offers a comprehensive range of services, including internal medicine, ambulatory surgery, audiology and speech pathology, dental, nursing home, nutrition, podiatry, prosthetics, women's health, mental health, and rehabilitation medicine. With a service area of nearly 125,000 Veterans in West Virginia, Maryland, Virginia, and Pennsylvania, the medical center operates seven Community Based Outpatient Clinics (CBOC). Six of the clinics are VA-staffed and are located in Cumberland, Hagerstown and Fort Detrick, Maryland; Petersburg and Franklin, West Virginia, and Stephens City, Virginia. One of the clinics is contracted and is located in Harrisonburg, Virginia.